

Committee:	Date:
Planning and Transportation	26 October 2021
Subject: Custom House 20 Lower Thames Street & River Wall, Stairs And Crane, Custom House Quay London EC3R 6EE External and internal works associated with the partial demolition, alteration, extension and conversion of Custom House from office to a hotel with ground floor internal north/south public route (sui generis), ground floor museum (Use Class F1 (c)), flexible ground floor and rooftop retail/restaurant/bar floorspace and public viewing terrace (Use Classes E and Sui Generis (Drinking Establishment)), lower ground floor leisure facilities (Use Class E) and new riverfront public realm including: External works: i.) removal of railings around existing riverside carpark, ii) demolition and re-building behind the retained facade of the 1960s East Block iii.) demolition of 1960s East Block roof and alteration of West Block roof to erect 2 x two storey extensions; iv.) demolition of Centre Block ground floor external stairs and replacement with new river terraces, stairs and step free ramped access across Centre, and parts of West and East Block (south elevation); v.) alterations to and raising of the flood defence wall; vi) facade alterations and associated works to create a first floor terrace on the Centre Block (south elevation) and reinstated door and new ramped access to West Block (west elevation); vii) removal of railings on Lower Thames Street elevation and alterations to main Centre Block entrance on Lower Thames Street viii.) associated works to the river wall ix) and other external alterations including elevational alterations; alterations to service ramp; hard and soft landscaping. Internal works: i) removal of 1990s glazed stair core and parapets, roofing over and reconfiguration of West Block courtyard, to include new service core and other works; ii) demolition and alteration of some existing walls and ceilings and erection of new across all floors in the West and Centre Blocks.	Public
Ward: Billingsgate	For Decision
Registered No: 20/00632/LBC	Registered on: 8 September 2020
Conservation Area:	Listed Building: Grade I

Summary

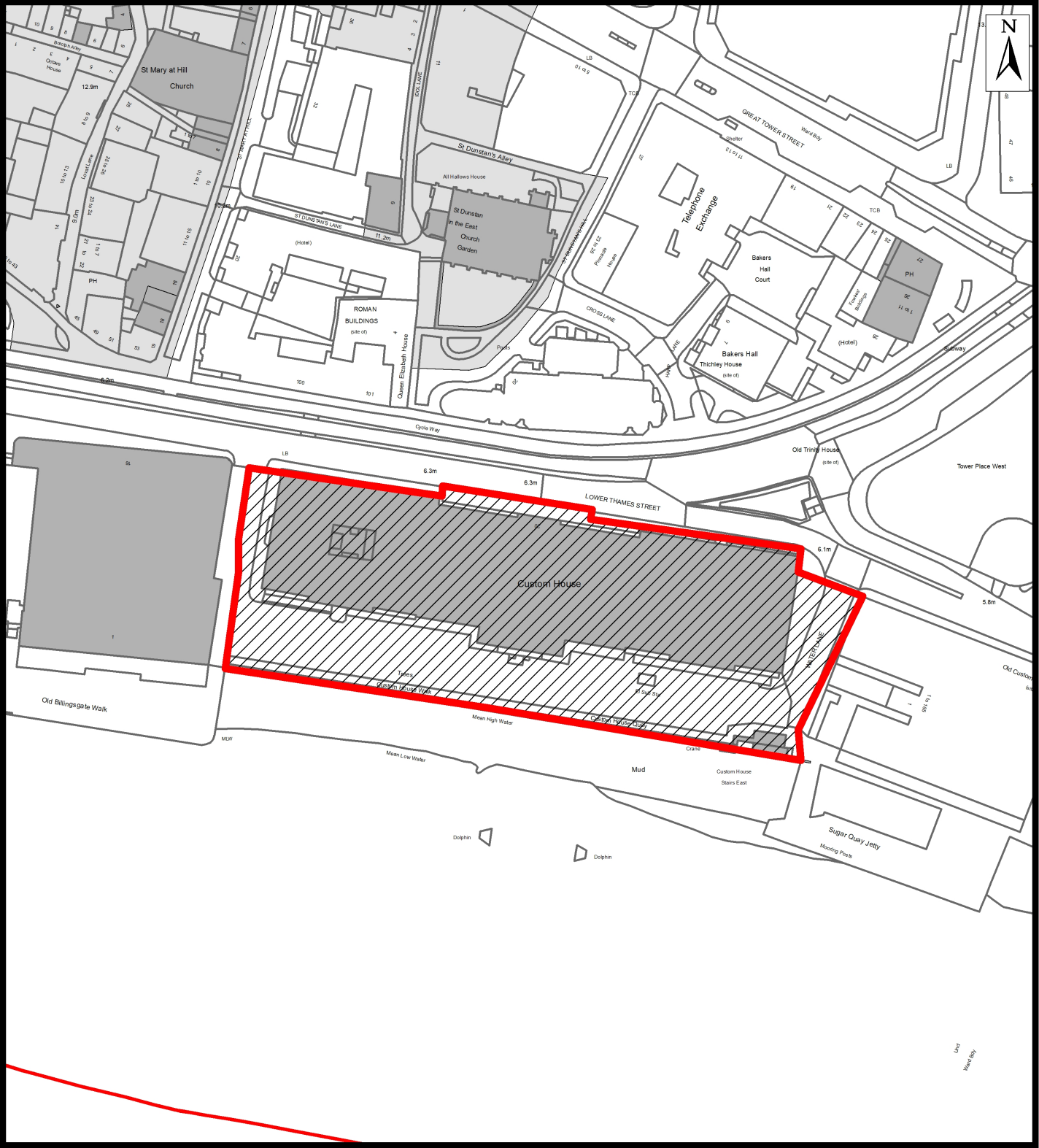
For full report please see 20/00631/FULMAJ.

Recommendation

RECOMMENDATION That the Committee resolves to inform the Planning Inspectorate that were it empowered to determine the application for Listed Building Consent the Council would have REFUSED permission for the reason set out below:

1. The proposed development would fail to preserve and would cause less than substantial harm to the exceptional special architectural and historic interest and setting of the Grade I listed London Custom House and the Grade II* listed River Wall, Stairs and Cranes at Custom House Quay which would not be outweighed by public benefits. The harm would result from external and internal extension, alteration and the loss of historic fabric, plan form and character. These proposals would be contrary to policies: London plan Policy HC 1; Local Plan Policies CS 12, DM 12.1, DM 12.3; Draft City Plan Policies S11 and HE1 and the NPPF.





Site Location Plan



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ADDRESS:
Custom House

CASE No.
20/00632/LBC

-  SITE LOCATION
-  LISTED BUILDINGS
-  CONSERVATION AREA BOUNDARY
-  CITY OF LONDON BOUNDARY



ENVIRONMENT DEPARTMENT



Image 1



Image 2



Image 3



Image 4



Image 5



Image 6



Image 7



Image 8



Image 9



Image 10



Image 11



Image 12



Image 13



Image 14



Image 15



Image 16



Image 17



Image 18



Image 19



Image 20

1. View from London Bridge
2. Internal office corridor
3. Flood wall and existing plant
4. Main entrance lobby off Lower Thames Street
5. Looking west from existing car park
6. Looking south towards Custom House from Lower Thames Street
7. View west from existing roof top with view of the Monument
8. Existing servicing ramp and basement entrance
9. View from the Thames Path looking west
10. View from the Thames Path looking towards the eastern block and Old Billingsgate Walk
11. View of the railings along the Thames Path
12. View south along Old Billingsgate Walk
13. View south along existing carriageway within Custom House site boundary adjacent to Old Billingsgate
14. View from Lower Thames Street looking south
15. View of the Thames Path, Grade II* listed River Wall, Stairs and cranes
16. Central Block view from within the car park
17. Façade detail
18. Existing entrance into the car park from the West Block
19. Entrances off of land adjacent to Old Billingsgate
20. The Long Room

Main Report

For report please see 20/00631/FULMAJ

Appendix A

Background Papers

12.10.2020 Gael Gamble
23.12.2020 Peter Wright
27.01.2021 Jennifer M. Freeman
15.07.2021 Jennifer M. Freeman
11.02.2021 Rosemary Yallop
12.02.2021 Philippa Woodcock
12.02.2021 Tracy Cowell
13.02.2021 J D Morris
13.02.2021 Susan Davenport
14.02.2021 John Kent
14.02.2021 Graham Taylor
14.02.2021 Don & Lizebeth Burch
14.02.2021 Peter Hilliard
14.02.2021 Pauline Robertson
14.02.2021 David Trillo
14.02.2021 Andrew Shields
14.02.2021 Josephine Eglin
14.02.2021 Melissa Delano
14.02.2021 Elizabeth Gaskill
14.02.2021 Jackie Randall
14.02.2021 Richard Wiseman
14.02.2021 Colin Eastaugh
14.02.2021 Lynda Bailey
14.02.2021 Helena Smith
14.02.2021 Vicky Stewart
14.02.2021 Jamie Surnam
14.02.2021 Shirley Collier
14.02.2021 Caroline Murray
14.02.2021 Patricia Kelly
14.02.2021 Peter Smith
14.02.2021 Alison Homewood
14.02.2021 Glen Leeder
14.02.2021 Steven Clarke
14.02.2021 Simon Ward
14.02.2021 Ruth Fleming
15.02.2021 Rachel James
15.02.2021 Mary Peskett Smith
15.02.2021 Charles Rumbles
15.02.2021 Deborah Merrett
15.02.2021 Jill Wilson
16.02.2021 Ann North
16.02.2021 John Petre
16.02.2021 Michael Hadfield
16.02.2021 Merlin Waterson

16.02.2021 Susan Mayer
16.02.2021 Jennifer Newbold
17.02.2021 Patricia Wilkey
17.02.2021 Alun Watkins
17.02.2021 James Emerson
18.02.2021 Michael Hahn
18.02.2021 Richard Kirker
18.02.2021 Julian Kirkby
18.02.2021 Stephanie Lawrence
18.02.2021 Rosemary Baird Andrea
18.02.2021 Ruth Hope
04.03.2021 Catherine Hopkin
23.03.2021 Davitt Jones Bould
11.03.2021 Andrew Wells
29.03.2021 Sarah Lambirth
29.03.2021 Andrew Lambirth
06.04.2021 Joanne Greene
09.10.2020 Edward Worthy
13.07.2021 Edward Worthy
02.08.2021 Davitt Jones Bould
21.09.2021 Vicki Fox LAMAS
17.10.2021 Eileen Spencer
17.10.2021 Kathleen Spencer

Development Plan Policies

London Plan Policies

Policy HC1 Heritage conservation and growth

Relevant Local Plan Policies

CS12 Conserve or enhance heritage assets

To conserve or enhance the significance of the City's heritage assets and their settings, and provide an attractive environment for the City's communities and visitors.

DM12.1 Change affecting heritage assets

1. To sustain and enhance heritage assets, their settings and significance.
2. Development proposals, including proposals for telecommunications infrastructure, that have an effect upon heritage assets, including their settings, should be accompanied by supporting information to assess and evaluate the significance of heritage assets and the degree of impact caused by the development.
3. The loss of routes and spaces that contribute to the character and historic interest of the City will be resisted.
4. Development will be required to respect the significance, character, scale and amenities of surrounding heritage assets and spaces and their settings.
5. Proposals for sustainable development, including the incorporation of climate change adaptation measures, must be sensitive to heritage assets.

DM12.3 Listed buildings

1. To resist the demolition of listed buildings.
2. To grant consent for the alteration or change of use of a listed building only where this would not detract from its special architectural or historic interest, character and significance or its setting.

Draft City Plan 2036 Policies

S11 Historic environment

HE1 Managing change to heritage assets

APPENDIX B

There is relevant GLA supplementary planning guidance and other policy in respect of:

- Accessible London: Achieving an Inclusive Environment SPG (GLA, October 2014),
- Control of Dust and Emissions during Construction and Demolition SPG (GLA, September 2014),
- Sustainable Design and Construction (GLA, September 2014),
- Social Infrastructure GLA May 2015),
- London Environment Strategy (GLA, May 2018),
- London View Management Framework SPG (GLA, March 2012),
- Cultural Strategy (GLA, 2018); Mayoral CIL 2 Charging Schedule (April 2019),
- Central Activities Zone (GLA March 2016),
- Shaping Neighbourhoods:
- Character and Context (GLA June 2014);
- Mayor's Transport Strategy (2018):
- The Case for a River Thames Cultural Vision September 2019;
- Draft Public London Charter GLA February 2020.

Relevant City Corporation Guidance and SPDs comprises:

- Air Quality SPD (CoL, July 2017),
- Archaeology and Development Guidance SPD (CoL, July 2017),
- City Lighting Strategy (CoL, October 2018)
- City Transport Strategy (CoL, May 2019),
- City Waste Strategy 2013-2020 (CoL, January 2014),
- Protected Views SPD (CoL, January 2012),
- City of London's Wind Microclimate Guidelines (CoL, 2019),
- Planning Obligations SPD (CoL, adopted May 2021, Implemented 1 October 2021).
- Open Space Strategy (COL 2015),
- Office Use (CoL 2015),
- City Public Realm (CoL 2016),
- Cultural Strategy 2018 – 2022,
- Eastcheap Conservation Area Character Summary March 2013:
- Trinity Square Conservation Area Summary 2014;
- Statement of Community Involvement 5th July 2016;
- Flood Emergency Plans for New Development (Planning Advice Note June 2020).
- Freight and Servicing SPD (CoL Feb 2018).
- Tree Strategy SPD (CoL May 2012);
- Thames Strategy SPD (CoL 2015);
- Riverside Walkway Enhancement Strategy (CoL 2015);
- Open Space Strategy SPD (CoL 2015).

SCHEDULE

APPLICATION: 20/00632/LBC

**Custom House 20 Lower Thames Street & River Wall, Stairs And Crane,
Custom House Quay London**

External and internal works associated with the partial demolition, alteration, extension and conversion of Custom House from office to a hotel with ground floor internal north/south public route (sui generis), ground floor museum (Use Class F1 (c)), flexible ground floor and rooftop retail/restaurant/bar floorspace and public viewing terrace (Use Classes E and Sui Generis (Drinking Establishment)), lower ground floor leisure facilities (Use Class E) and new riverfront public realm including: External works: i.) removal of railings around existing riverside carpark, ii) demolition and re-building behind the retained facade of the 1960s East Block iii.) demolition of 1960s East Block roof and alteration of West Block roof to erect 2 x two storey extensions; iv.) demolition of Centre Block ground floor external stairs and replacement with new river terraces, stairs and step free ramped access across Centre, and parts of West and East Block (south elevation); v.) alterations to and raising of the flood defence wall; vi) facade alterations and associated works to create a first floor terrace on the Centre Block (south elevation) and reinstated door and new ramped access to West Block (west elevation); vii) removal of railings on Lower Thames Street elevation and alterations to main Centre Block entrance on Lower Thames Street viii.) associated works to the river wall ix) and other external alterations including elevational alterations; alterations to service ramp; hard and soft landscaping. Internal works: i) removal of 1990s glazed stair core and parapets, roofing over and reconfiguration of West Block courtyard, to include new service core and other works; ii) demolition and alteration of some existing walls and ceilings and erection of new across all floors in the West and Centre Blocks.

REASONS FOR REFUSAL

- 1 The proposed development would fail to preserve and would cause less than substantial harm to the exceptional special architectural and historic interest and setting of the Grade I listed London Custom House and the Grade II* listed River Wall, Stairs and Cranes at Custom House Quay which would not be outweighed by public benefits. The harm would result from external and internal extension, alteration and the loss of historic fabric, plan form and character. These proposals would be contrary to policies: London plan Policy HC 1; Local Plan Policies CS 12, DM 12.1, DM 12.3; Draft City Plan Policies S11 and HE1 and the NPPF.